

Kathy Boyd Nomination of Reynold Douglas

I would like to nominate Reynold Douglas, General Services Director, for the SPIRIT award. Reynold was hired as a maintenance worker 25 years ago and worked his way up to director. Reynold exemplifies Germantown's Standards of Excellence in the following ways:

Service Excellence:

Reynold began his career by working on everyday problems such as electrical, air conditioning and plumbing problems in all of the City-owned buildings. Reynold ensures that both internal and external customers in our City buildings are happy, by scheduling his workers accordingly. He performs with excellence daily.

Producing A+ Results:

There are many different obstacles leading the General Services department. The biggest obstacles that are faced daily are the multitude of different personalities here at the city. Each one having different needs and each wanting them met right now. Dealing with these things helped Reynold grow making him a great people person and an excellent communicator. Thus ensuring that his department produces A+ Results daily.

Initiative:

While working as a maintenance worker, the opportunity to become a superintendent came about. Reynold began to move up the ladder within the City of Germantown. He also took the time to further his education and continue to climb up the ladder of success, a great example of personal work ethic and initiative. Reynold is a Six Sigma Black Belt, using this knowledge to constantly improve departments throughout the City.

Responsible:

Reynold is an extremely responsible employee. He oversees 23 employees and is responsible for the safety of all his staff. Ensuring that all routine tasks are taken care of but most of all in being able to perform any special or urgent requests immediately. Not only does Reynold oversee everyday tasks, but he also is responsible for many CIP projects. Reynold arrives early and leaves late most days and even comes in when he is scheduled for vacation to ensure his projects meet their deadlines.

Innovative:

Reynold is very innovative, being one of the first to use Managed Competition to make Facility Services operate more efficiently. Another example of this is the contracting out of some of the air conditioning maintenance. Reynold recognized that the number of City buildings was more work than could be handled efficiently in-house. In doing this the department operates at maximum efficiency and allows staff to answer more routine calls.

Teamwork:

Reynold shows teamwork as much or more than anyone on City staff, whether working with his employees or other department heads. He has served with several others as a group training leader.

Reynold also serves on our TNCPE writing team for the City. The City was awarded a Level 3 on our first site visit in 2012. He was also a key writing team member for the 2013 TNCPE visit. Additionally, Reynold serves as a TNCPE examiner for the State of Tennessee, reviewing those companies that apply for the Performance Excellence Awards. Please do not overlook Reynold's hard work just because he is a department head. I hope that I have shown why I feel Reynold Douglas, deserves the Spirit Award more than anyone else.